

MADERA COUNTY

REVENUE SERVICES TECHNICIAN

DEFINITION

Under general supervision, to contact, interview, correspond with, and gather information from individuals for the collection of financial obligations owed to the County; to determine ability to pay and secure commitment to payment plan; and to do related work as required.

SUPERVISION EXERCISED

Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

This is a specialized working level class in the Revenue Services section of the Auditor - Controller's Office. Incumbents initially work under relatively close supervision while learning the functions, procedures, and policies of Revenue Services. When the requisite experience has been gained and an incumbent demonstrates the ability to handle a wide range of assignments, they work on a more independent basis. They perform a variety of difficult and complex account and fiscal record keeping work in the preparation and maintenance of delinquent accounts receivable, receiving and screening incoming inquiries and performing computer input as required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Reviews, verifies, and evaluates information and reports pertaining to financial obligations owed to the County; interviews individuals to determine available resources and assets; explains and processes documents to secure agreement to pay; interprets and explains laws, procedures, and regulations to the public; maintains financial records and other documents and records relating to cases; prepares information necessary to conduct financial resources investigations; prepares correspondence, reports, contracts, and agreements; establishes new accounts.

OTHER JOB RELATED DUTIES

Performs follow-up contacts on delinquent accounts; makes recommendations to supervisors regarding accounts including adjustments, compromises, or cancellations of accounts; receives and records payments; prepares deposit permits for submission of funds to the County Tax Collector - Treasurer; performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Basic interviewing principles and techniques.
- Collection practices, procedures, and methods.
- Delinquent accounts and adjustment procedures.
- Basic mathematical principles.
- Modern office practices, methods, and computer equipment.
- Principles and procedures of financial record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Principles of business letter writing.

Skill to:

Operate modern office equipment including computer equipment.
Type and enter data at a speed necessary for successful job performance.

Ability to:

Interview effectively.
Deal tactfully, fairly and firmly with clients.
Interpret, apply, and explain the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
Gather, analyze, and evaluate evidence, draw logical conclusions, and adopt an effective course of action.
Establish routine payment contracts.
Compose clear and concise reports and correspondence.
Perform accurate mathematical computations.
Perform responsible collections and financial record keeping work with accuracy, speed, and minimal supervision.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of general accounting, collecting, and/or interviewing experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training or course work in accounting, collection, or a related field.

License or certificate:

Possession of, or ability to obtain, Notary Public certification is desirable.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: May, 1995